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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/669,531	09/25/2003	Kuo-Rong Chen	CHEN3589/EM	5152

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ALEXANDRIA, VA 22314

EXAMINER

ESCALANTE, OVIDIO

ART UNIT	PAPER NUMBER
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2614

DATE MAILED: 05/11/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

10/669,531

Applicant(s)

CHEN ET AL.

Examiner

Ovidio Escalante

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 25 September 2003.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-7 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-7 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____.

- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

DETAILED ACTION

Priority

1. Receipt is acknowledged of papers submitted under 35 U.S.C. 119(a)-(d), which papers have been placed of record in the file.

Claim Objections

2. Claim 3 is objected to because of the following informalities: in claim 3, line 3, "cellar" should be changed to -- cellular--. Appropriate correction is required.

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. The factual inquiries set forth in *Graham v. John Deere Co.*, 383 U.S. 1, 148 USPQ 459 (1966), that are applied for establishing a background for determining obviousness under 35 U.S.C. 103(a) are summarized as follows:

1. Determining the scope and contents of the prior art.
2. Ascertaining the differences between the prior art and the claims at issue.
3. Resolving the level of ordinary skill in the pertinent art.
4. Considering objective evidence present in the application indicating obviousness or nonobviousness.

5. Claims 1-5 and 7 are rejected under 35 U.S.C. 103(a) as being unpatentable over Cox US Patent Pub. 2001/0043697 in view of Danzl et al. US Patent 6,980,631.

Regarding claim 1, Cox teaches an answering system, (abstract), comprising:

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a database of back-end customer for storing a plurality of records of back-end customers, (paragraphs 0013-0014 and 0104);

an exchange electrically coupled to a PSTN and being adapted to receive a plurality of calls from the PSTN simultaneously, each call being corresponding to one of the back-end customers (e.g. service provider, customer service, reviewer), (fig. 2);

a plurality of terminals, (fig. 2);

a recording device, (paragraph 0068);

a data bus electrically coupled to the database of back-end customer, the exchange, the terminals, and the recording device respectively, (fig. 2); and

a host electrically coupled to the data bus and comprising an on duty shift list of a plurality of operators operating the terminals, (paragraph 0075);

wherein in response to receiving a call from a front-end customer by the exchange, the host dispatches the call to one of the terminals based on the on duty shift list so that the operator operating the dispatched terminal can converse with the front-end customer, the recording device is commanded to record the conversation as a voice file and generate an associated index, (paragraphs 0013 and 0075).

While Cox teaches of allowing the back-end customer to access the message with the associated index, (paragraphs 0015-0017, 0042, 0045 and 0072), Cox does not specifically teach each record including a reply address and the host further searches the database of back-end customer for finding a reply address of a back-end customer to which the call being corresponding, and the host sends a reply message associated with the associated index to the corresponding back-end customer subject to the reply address.

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In the same field of endeavor, Danzl teaches that it was well known in the art to store a record with a reply address for back-end customers and having a host search a database of back-end customer for finding a reply address of a back-end customer to which the call being corresponding, and the host sends a reply message associated with an associated index to the corresponding back-end customer subject to the reply address, (col. 4, lines 20-29; col. 4, lines 54-col. 5, line 9).

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Cox by allowing the service providers to receive the voice files via the reply method of Danzl so that the service providers do not have to constantly check the with the system to see if they have recordings that have been recorded for them. The system of Danzl will provide a method and means for sending the voice files periodically to the service provider during the day.

Regarding claims 2-4, Cox in view of Danzl, as applied to claim 1, do not specifically teach tha the reply address is a telephone number of a telephone number of a cellular phone for receiving a short message or an e-mail address. However, Danzl teaches that it was well known in the art to send the voice file to the recipient by using “any appropriate means”. Therefore, the Examiner takes official notice that it would have been obvious to one of ordinary skill in the art to use a telephone number, SMS or e-mail to send the information to the recipient using the suggestion from Danzl so that the report recipient can receive the voice file via a plurality of different devices whether it will be with their e-mail or via telephone call.

Regarding claim 5, Cox, as applied to claim 1, teaches a database of front-end customer electrically coupled to the data bus and being adapted to store a plurality of records of front-end

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customers each having a telephone number, the exchange is further operable to fetch the telephone number of the front-end customer who initiates the call, the host compares the telephone number of the front-end customer with a plurality of telephone numbers of the records stored in the database of front-end customer for finding a corresponding record of the front-end customer, and displays the corresponding record of the front-end customer on the terminal, (paragraphs 0015,0061,0064 and 0118).

Regarding claim 7, Cox, as applied to claim 1, teaches wherein the host further comprises an identification table containing a plurality of records of usernames and passwords associated with the back-end customers so that in response to receiving a call from one of the back-end customers by the exchange for listening a voice file and the listening telephone call includes a input password with an associated index of the voice file, the host compares the input password and the password in the identification table to determine whether the back-end customer has the authority to listen the corresponding voice file of the back-end customers in the recording device or not, if yes, the host searches the corresponding voice file in the recording device subject to the associated index and then sends the corresponding voice file to the back-end customer, (paragraphs 0041 and 0112).

Claim Rejections - 35 USC § 103

6. Claim 6 is rejected under 35 U.S.C. 103(a) as being unpatentable over Cox in view of Danzl and further in view of Pines et al. US patent 7,027,572.

Regarding claim 6, Cox in view of Danzl, as applied to claim 1, do not specifically teach teaches an interactive voice responding device is able to play a corresponding one of the records

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of responding voice messages based on the back-end customer to which the call being corresponding before connecting the call from the exchange to the terminal.

In the same field of endeavor, Pines teaches an interactive voice responding device electrically coupled to the data bus and being adapted to store a plurality of records of responding voice messages, each record of responding voice message being corresponding to a respective one of the back-end customers, the interactive voice responding device is able to play a corresponding one of the records of responding voice messages based on the back-end customer to which the call being corresponding before connecting the call from the exchange to the terminal, (col. 2, lines 6-17; col. 3, lines 28-42).

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Cox in view of Danzl by employing the use of a interactive voice responding device to play a corresponding record for the back-end customer as taught by Pines so that the caller can know that they are being connected to the correct back-end customer before they are connected to them.

Conclusion

7. Any response to this action should be mailed to:

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

or faxed to:

(571) 273-8300, (for formal communications intended for entry)

Or:

(571) 273-7537, (for informal or draft communications, please label "PROPOSED" or "DRAFT")

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Hand-delivered responses should be brought to:

Customer Service Window
Randolph Building
401 Dulany Street
Alexandria, VA 22314

8. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Ovidio Escalante whose telephone number is 571-272-7537. The examiner can normally be reached on M-Th from 6:30AM to 4:00PM. The examiner can also be reached on alternate Fridays.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan S Tsang can be reached on 571-272-7547. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

OVIDIO ESCALANTE
PATENT EXAMINER

Ovidio Escalante

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Primary Patent Examiner
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May 9, 2006

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